



Substitute Form PTO-1449 (Modified)  <b>Information Disclosure Statement          by Applicant</b> (Use several sheets if necessary)  (37 CFR §1.98(b))	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 06975-130001	Application No. 09/848,231
	Applicant <b>Barry Appelman</b>		
	Filing Date May 4, 2001		Group Art Unit 2174

**U.S. Patent Documents**

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	2001/005861	06/28/2001	Mousseau et al.			
	AB	6,731,308	05/2004	Tang et al.			
	AC	6,065,047	<del>01/2003</del> 5/2000	Carpenter et al.			
	AD	2003/0004872	01/2003	Gardi et al.			
	AE	2002/0133369	09/2002	Johnson			
	AF	5,276,905	01/1994	Hurst et al.			
	AG	2002/0184089	12/2002	Tsou et al.			
	AH	2003/0037112	02/2003	Fitzpatrick			
	AI	6,788,769	09/2004	Waites, Nigel			
	AJ	6,912,563	06/2005	Parker et al.			

Change(s) applied to document, /J.L.B./ 11/3/2011

**Foreign Patent Documents or Published Foreign Patent Applications**

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AK	2357932A	07/04/2001	Great Britain				
	AL	01/06748A	01/25/2001	WIPO				
	AM	02/03216A	01/10/2002	WIPO				

**Other Documents (include Author, Title, Date, and Place of Publication)**

Examiner Initial	Desig. ID	Document
	AN	"Introducing the Gordano Messaging Suite"; <a href="http://www.gordano.com">http://www.gordano.com</a> ; Copyright 1994-2003 Gordano
	AO	European Search Report mailed August 30, 2005 for European Application No. 03731244
	AP	Mckendrick, Joseph; "Internet Call Centers: New Era in Customer Service"; 02/2002; V10, n2, pp22(4)
	AQ	

Examiner Signature /Peng Ke/	Date Considered 07/21/2009
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EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.